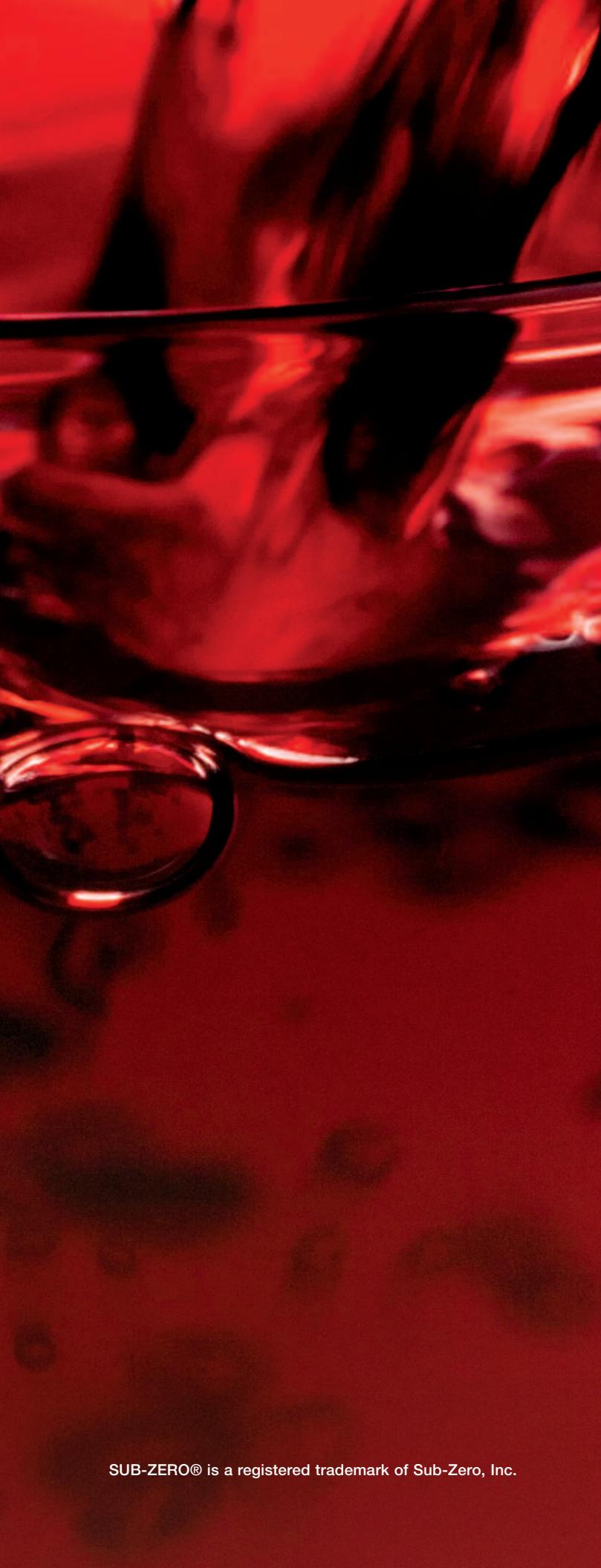




WINE STORAGE USE & CARE GUIDE

Caring for your Sub-Zero and everything in it.





## CONTENTS

Sub-Zero Wine Storage	3
Sub-Zero Wine Storage Features	4
Sub-Zero Wine Storage Models	5
Sub-Zero Wine Storage Use & Care	8
Keeping Wine at Its Best	18
Troubleshooting Guide	20
Service Information	22
Sub-Zero Warranty	23

As you read this Use & Care Guide, take particular note of the CAUTION and WARNING symbols when they appear. This information is important for safe and efficient use of the Sub-Zero equipment.

### **▲ CAUTION**

**signals a situation where minor injury or product damage may occur if you do not follow instructions.**

### **▲ WARNING**

**states a hazard that may cause serious injury or death if precautions are not followed.**

In addition, this Use & Care Guide may contain an IMPORTANT NOTE which highlights information that is especially important.



## THANK YOU

Thank you for purchasing your new Sub-Zero wine storage unit. The ultimate in beauty, engineering, detailing and functionality, this wine storage equipment continues the Sub-Zero tradition of superior quality and reliability, giving you the peace of mind that your wine is stored properly, at the exact temperature you select.

Your Sub-Zero wine storage model is protected by a warranty that is one of the finest in the industry. Take a moment to read the warranty statement on page 23 and refer to it should service become necessary.

This Use & Care Guide will answer most of your questions about the features, operation and maintenance of your wine storage unit. If you have questions that are not addressed here, call Sub-Zero Customer Service at 800-222-7820 or visit our website, [subzero.com](http://subzero.com).

## CONTACT INFORMATION

**Sub-Zero**  
**Customer Service:**  
**800-222-7820**  
**Website:**  
[subzero.com](http://subzero.com)



## SUB-ZERO WINE STORAGE FEATURES

### WARRANTY

**Sub-Zero products are covered by a two, five and twelve year residential warranty (exclusions apply). See warranty details at the end of this guide.**

### WINE STORAGE FEATURES

- Dual temperature zones—all wine storage models allow you to have precise independent temperature control within one degree of your preset temperature in each of the two temperature zones.
- Model 427R has a third temperature zone—refrigerated drawers—for items to be stored at a cooler temperature than your wine.
- Electronic controls—a microprocessor controls all electronic functions and allows you to monitor the exact temperature you have preset and make adjustments easily.
- Correct temperature—each temperature zone of your wine storage unit has a range of 38°F (3°C) to 65°F (18°C), and your set temperature is shown in the LED display, located on the control panel.
- Proper humidity is maintained throughout the entire unit.
- Discreet lighting—our soft low-wattage lighting can be controlled independently of the door's opening, which will allow you to display your collection of wine for special occasions.
- Sturdy, rustproof wire shelves can easily accommodate standard 750 ml bottles, half bottles, as well as magnums. Finished off with a natural cherry wood facing, all shelves ensure that the wine is stored properly, with the corks in contact with the bottles' contents.
- Roller-assembly shelves with a full three-quarter extension for easy access to all stored bottles.
- Display shelf—featured on Models 427, 427R and 430, this shelf allows you to display those prized bottles in your wine collection. It is illuminated with discreet lighting mounted in the control panel.
- Service alert—an indicator light in the LED display on the control panel will let you know if service may be necessary.
- Home alarm—wiring connections give you the option of hooking the wine storage unit up to your home security system.
- Model 427R has an alarm feature that will make an audible beeping sound if a drawer has been left open.
- Sabbath Mode will allow the lights to remain off during certain religious observances.
- UV-resistant glass in the door filters out harmful UV light.
- Optional lock—lock is available as a sales accessory. Contact your Sub-Zero dealer for details.
- Magnetic gaskets around the doors give extra-tight seals.
- The solid, adjustable kickplate gives a true built-in look and conforms to American Institute of Architects standards.
- Front venting—all Sub-Zero wine storage models are designed for mechanical system airflow at the front of the unit.



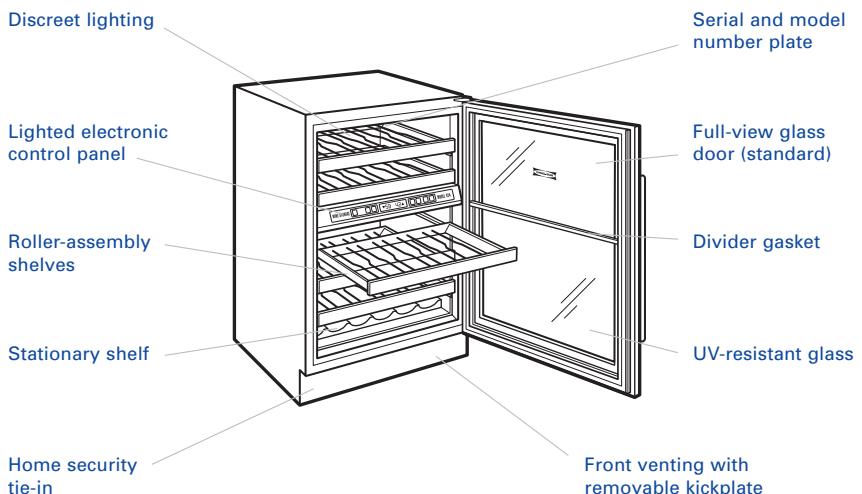
**With the installation of a harness kit, these appliances are Star-K compliant to meet strict religious regulations in conjunction with specific instructions found on [www.star-k.org](http://www.star-k.org). For details about the harness kit, contact your Sub-Zero dealer.**

## SUB-ZERO WINE STORAGE MODELS



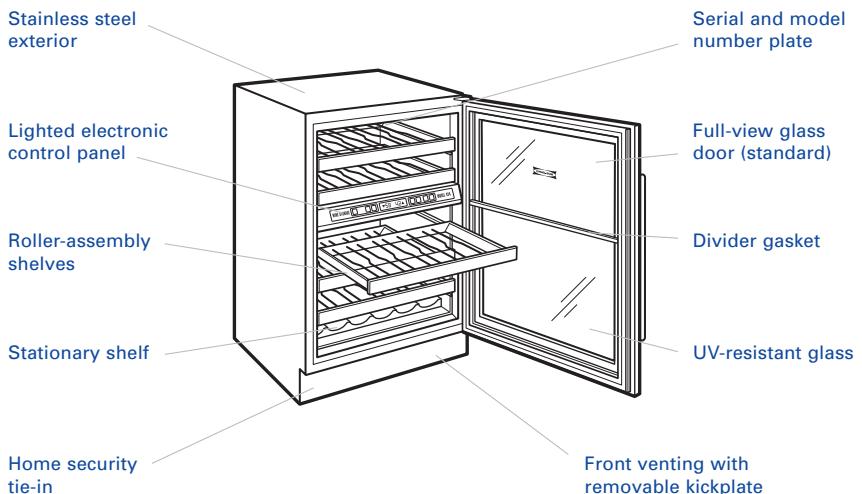
### MODEL 424

#### UNDERCOUNTER WINE STORAGE



### MODEL 424FS

#### FREE-STANDING WINE STORAGE

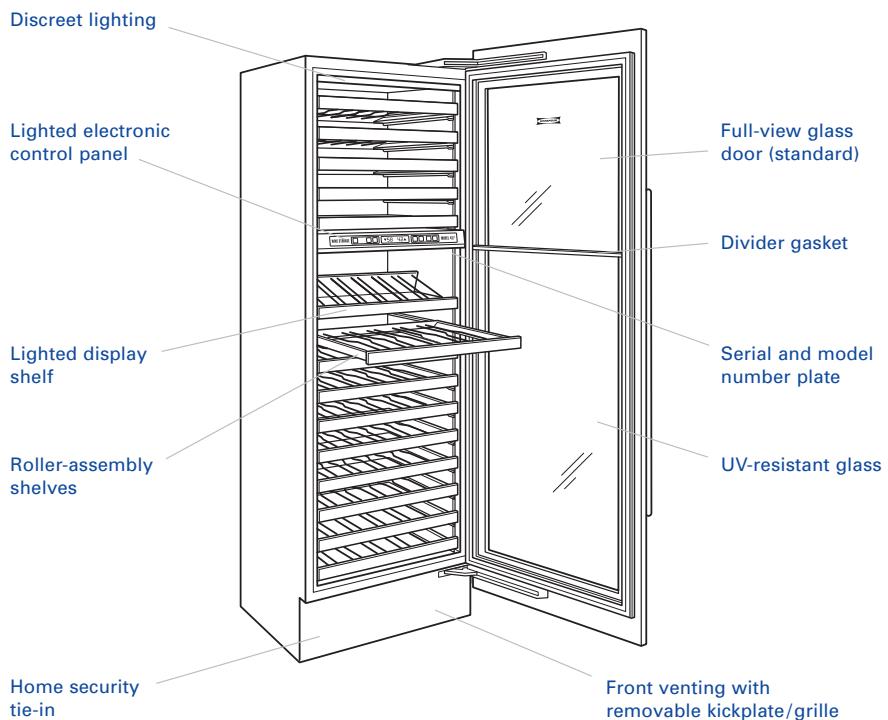




## SUB-ZERO WINE STORAGE MODELS

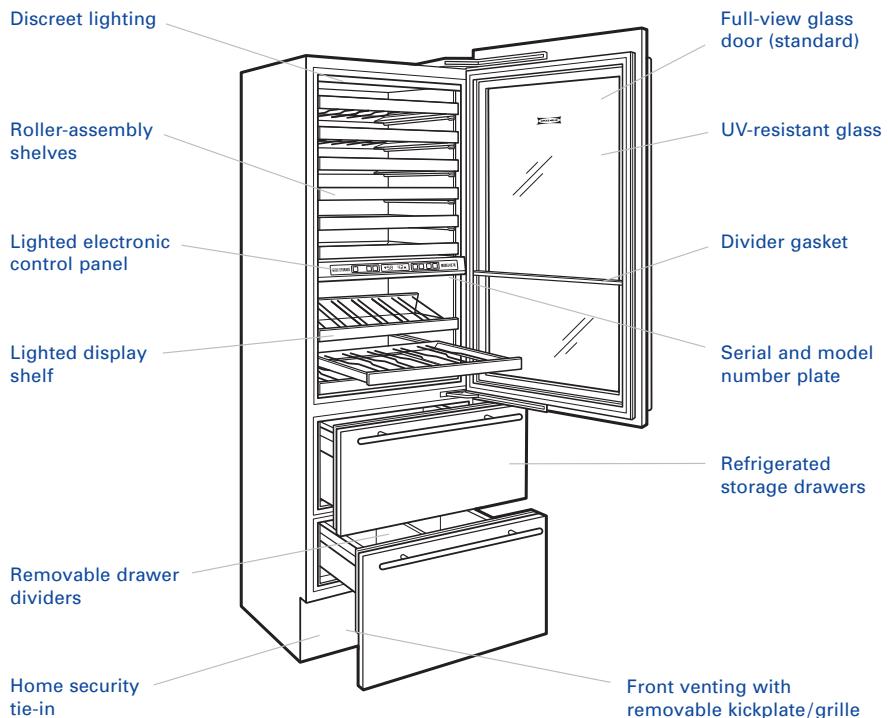
### MODEL 427

#### ALL WINE STORAGE



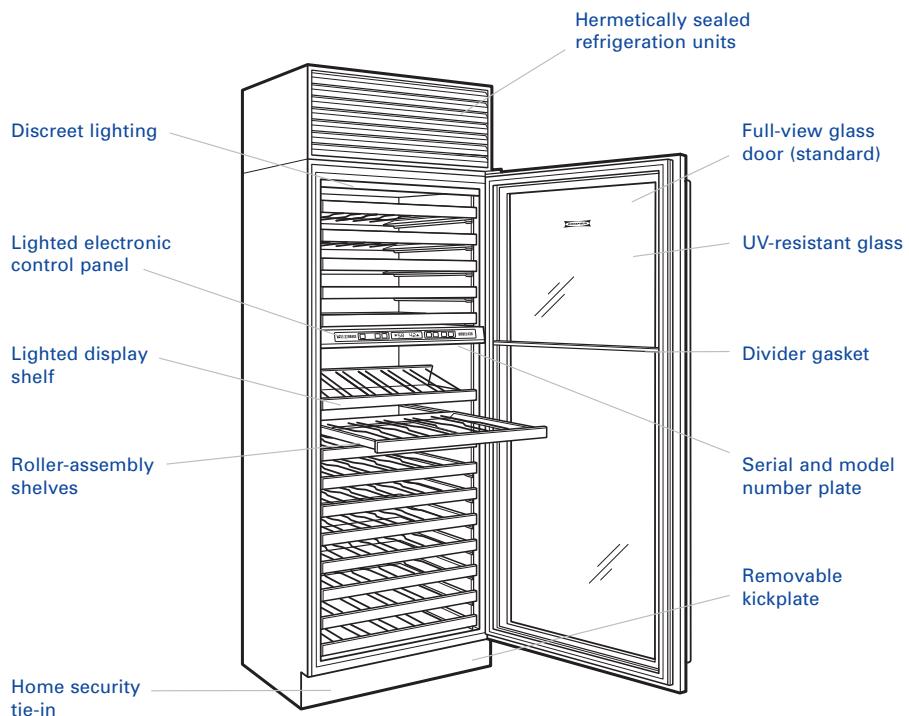
### MODEL 427R

#### WINE STORAGE WITH REFRIGERATED DRAWERS



**MODEL 430**

ALL WINE STORAGE





## ELECTRONIC CONTROL SYSTEM

The Electronic Control System of your Sub-Zero wine storage unit gives you the most accurate temperature control for your peace of mind. You can be assured your wine is stored at the temperature you have selected, whether it is long-term aging or staging wine for consumption that evening.

A microprocessor accurately samples the temperature every second in each zone to be sure the temperatures stay within one degree of your preset temperatures. It also monitors the unit's operation and will let you know if service may be necessary.

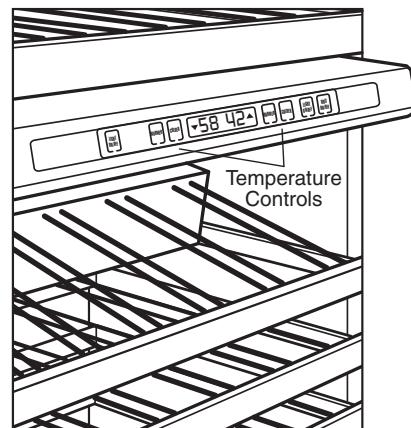
## TEMPERATURE CONTROL

With all wine storage models you have the capability of setting two distinct temperatures within the two zones of your wine storage unit. Your model has been thoroughly tested and inspected before it was shipped from the factory. The temperature has been preset at 45°F (7°C) in the smaller zone and 55°F (13°C) in the larger zone.

There are two sets of **WARMER** and **COLDER** key pads on the control panel, one for each of the two separate temperature zones. An arrow next to the temperature in the LED display, will indicate which temperature corresponds with each zone. Refer to the illustration below.

The **COLDER** key pad on the control panel allows you to decrease the temperature in the corresponding zone by one degree each time you depress the key pad. Remember that the temperature range in each zone is 38°F (3°C) to 65°F (18°C) and you can set two different temperatures—one for each zone.

Similar to the **COLDER** key pad, you can raise the temperature in the corresponding zone by one degree each time you depress the **WARMER** key pad on the control panel.



Electronic control panel



## ELECTRONIC CONTROL SYSTEM

### LED DISPLAY

Electronic control system functions, such as digital temperatures and service indicators, are shown in the LED display, located on the control panel. The temperatures of each zone will be visible through the glass door of your wine storage unit. If you are using your unit frequently, the numbers may fluctuate.

### UNIT ON/OFF

The **UNIT ON/OFF** key pad on the control panel will shut off all electrical power to the wine storage unit for cleaning or service.

### LIGHTS ON/OFF

All wine storage units have the capability of having the lights on independently of the door's opening and closing. This will allow you to display your collection of wine for special occasions.

To have the lights remain on independently of the door's opening and closing, press the **LIGHTS ON/OFF** key pad. Press the key pad again to have the lights to go off when the door is closed.

#### **CAUTION**

**You should not leave the lights on overnight or for extremely long periods of time. The heat from the lights will cause the unit to work unnecessarily hard.**

### ALARM FEATURE

If the microprocessor detects temperature fluctuations or a faulty component, you will hear an audible beep and a bell symbol will flash in the LED display on the control panel. Also, if the unit is tied in with your home security, it will alert this system. You can deactivate the alarm feature and the audible sound by depressing the **BELL** symbol key pad. If the alarm is deactivated, the bell will not be visible in the LED display.

### SABBATH MODE (STAR-K)

All wine storage units feature the Sabbath Mode. This is for certain religious observances where the lights need to be turned off.

To initiate Sabbath Mode, while the unit is on press the **UNIT ON/OFF** key pad so that OFF is visible in the LED display on the control panel. Your unit will be off.

Then press and hold the **UNIT ON/OFF** key pad for 10 seconds. This will turn the unit back on and will disable the lights. To return the unit to normal lighting, press and release the **UNIT ON/OFF** key pad.

If you have questions about Star-K compliance, visit [www.star-k.org](http://www.star-k.org).

### VISUAL SERVICE DISPLAY

The electronic control system monitors temperatures as well as the the unit's operation. If there is a temperature or operation problem, you will notice the word **SERVICE** illuminated in the LED display on the control panel. Before calling for service, please check to see if your condenser area needs cleaning. Refer to Condenser Cleaning on page 16.



## REFRIGERATED DRAWERS – MODEL 427R

### TEMPERATURE CONTROL

**Model 427R:** The refrigerated drawers have their own microprocessor and control panel located in the top drawer. The preset temperature is 38°F (3°C) from the factory, but you have the option of adjusting the temperature within the range of 34°F (1°C) to 45°F (7°C). The LCD display on the control panel displays the actual temperature of both drawers in your unit.

The **COLDER** key pad on the control panel allows you to decrease the temperature of the drawers by one degree each time you depress the key pad. You can raise the temperature in the drawers by one degree each time you depress the **WARMER** key pad on the control panel.

### ALARM FEATURE

**Model 427R:** An alarm feature will make an audible beeping sound if a drawer has been left open accidentally.

When the alarm is activated, a bell symbol will be illuminated in the LCD display of the control panel. When the alarm is deactivated, the bell symbol will not be visible.

### TEMPERATURE SETTINGS

In all instances, the temperature settings are your individual preference, and with the wine storage model you purchased, you can be confident the unit will maintain those temperatures. A chart with suggested storing and serving temperatures can be found on page 19.

While each temperature zone of your wine storage unit has a range of 38°F (3°C) to 65°F (18°C), you can set the temperatures at the exact temperature you think best—whether it's for consumption or for duplicating the temperatures of cellars for long-term storage.



## WINE STORAGE

### WINE STORAGE SHELVES

All Sub-Zero wine storage models have roller-assembly shelves with a full three-quarter extension for easy access to all stored bottles.

**IMPORTANT NOTE:** Models 424 and 424FS have roller-assembly shelves in all instances with the exception of the bottom stationary shelf.

The shelves have a solid natural cherry wood facing that can be replaced with other wood to match your cabinetry. Details on how to replace the shelves' wood facing can be found in the Sub-Zero Design Guide. Check our website at [subzero.com](http://subzero.com) or call Sub-Zero at 800-222-7820.

**IMPORTANT NOTE:** If you choose to stain or seal the shelves' natural cherry wood facing, be aware that some of these substances are hazardous and will damage stored wine.

Your wine storage unit is intended to maximize the storage of bottles in an ideal environment where the wine stays in contact with the cork at an even temperature. Refer to the illustration below for the proper arrangement of bottles on the shelves.

If you are storing half bottles or magnums, they are nestled in the shelves in the same manner as the 750 ml bottles.

### ▲ CAUTION

**When storing magnum bottles you must remove the shelf just above the intended storage shelf to allow for these larger bottles to be moved in and out of the unit. Failure to do so will cause the bottles to break.**

DESIGN  
GUIDE

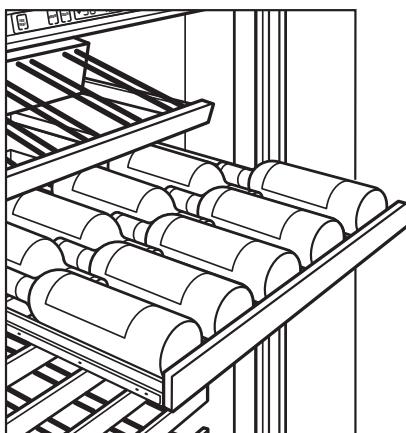
**Details on how to replace the wine storage shelves' cherry wood facing can be found in the Sub-Zero Design Guide. Check our website at [subzero.com](http://subzero.com) or call Sub-Zero at 800-222-7820.**

### WINE STORAGE SHELF REMOVAL

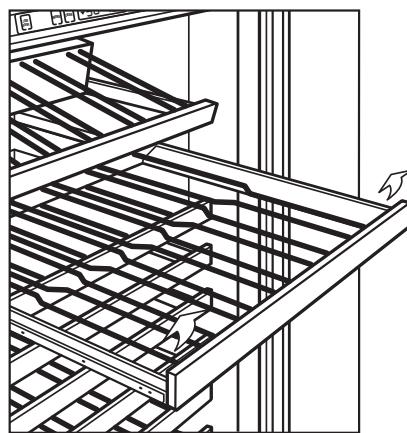
To remove a wine storage shelf, pull the shelf out to its full extension, gently and evenly lift up on both sides of the front of the shelf and remove. Refer to the illustration below. Reverse the procedure to reinstall the shelf.

### ▲ CAUTION

**Be sure to unload all bottles from the wine storage shelf before removing it.**



Wine storage arrangement



Wine storage shelf removal



## WINE STORAGE

### DISPLAY SHELF

**Models 427, 427R and 430:** These wine storage models feature a display shelf that allows you to display those prized bottles in your wine collection. It is illuminated with discreet lighting mounted in the control panel. The display shelf is designed so that the wine will stay in proper contact with the cork. Refer to the illustration below.

**IMPORTANT NOTE:** The display shelf is designed for only one row of bottles laid in such a way that the bottom portion of the bottle is against the wood rail and the top and cork of the bottle are toward the back of the wine storage unit.

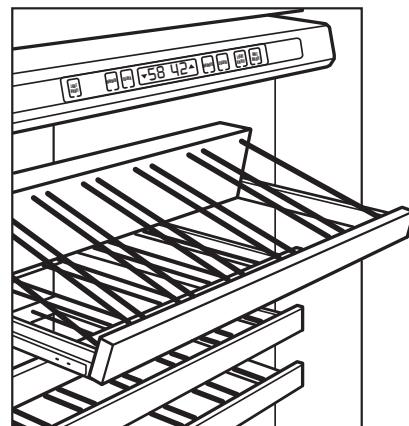
**IMPORTANT NOTE:** Models 424 and 424FS do not include the display shelf.

### DISPLAY SHELF REMOVAL

**Models 427, 427R and 430:** To remove the display shelf, pull the shelf out to its full extension, gently and evenly lift up on both sides of the front of the shelf and remove. Reverse the procedure to reinstall the shelf.

#### ⚠ CAUTION

**Be sure to unload all wine bottles from the display shelf before removing it.**



**Display shelf – Models 427, 427R and 430**



## REFRIGERATED DRAWERS – MODEL 427R

### DRAWER REMOVAL

**Model 427R:** Disconnect the control cable before removing the top drawer. Refer to the illustration below.

To remove a drawer from the Model 427R, pull the drawer open until it stops. Lift up evenly on both sides of the drawer front and pull out, as shown in the illustration below.

**IMPORTANT NOTE:** Be sure to unload the contents before removing the drawer.

To replace a drawer, raise the front of the drawer up and place onto the drawer slide tracks. Be sure to engage the front holes of the drawer slide with the small pegs at the end of each rail.

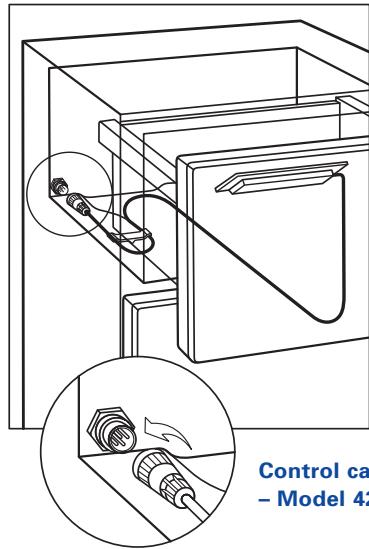
#### ⚠ CAUTION

**Before removing the top drawer of the Model 427R, you MUST disconnect the control cable.**

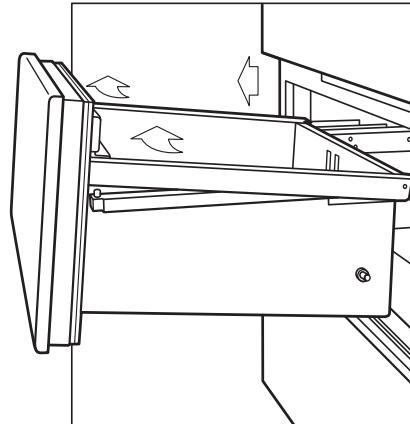
### DRAWER DIVIDER

**Model 427R:** Each drawer of the Model 427R has a divider that can be easily removed.

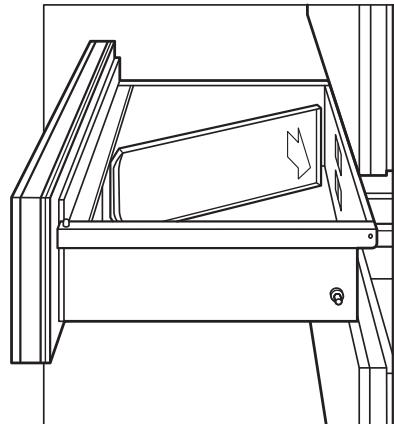
To remove, pull the drawer divider forward and pivot the back edge of the divider away from the back of the drawer. Reverse the procedure to reinstall the divider. Refer to the illustration below.



**Control cable  
– Model 427R**



**Drawer removal – Model 427R**



**Drawer divider – Model 427R**



## DOOR OPERATION

### DOOR CLOSING

The door of your wine storage unit has a spring-loaded closure mechanism. As the door is closed, the door closer engages to help close and seal the door.

### 90-DEGREE DOOR STOP

If your wine storage unit is positioned in a corner, you may want to limit the door opening to 90°. If so, see the appropriate section for your wine storage Model 427, 427R or 430.

**IMPORTANT NOTE:** A 90° door stop is not available for Models 424 and 424FS.

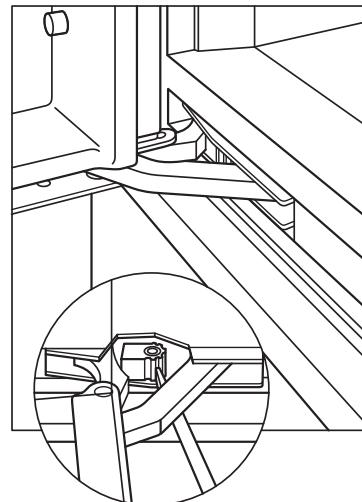
**Models 427 and 427R:** These models have a 90° door stop built into the hinge system. You can easily actuate the stop by using a blade-type screwdriver and rotating the brass cam in both the top and bottom hinges. You must position both stops at 90° if you want to safely use the door. Refer to the illustration below.

You can go to the maximum of a 105° door opening by using the screwdriver and rotating the brass cam to the next stop.

#### **WARNING**

**The door swing on Models 427 and 427R may cause severe finger pinching. Watch that fingers are not placed in the door opening on the hinge side when the door is open.**

**Model 430:** An optional 90° door stop is available as a sales accessory. Contact your Sub-Zero dealer for details.



**90° Door stop – Models 427 and 427R**



## CLEANING

### STAINLESS STEEL EXTERIOR

#### **Classic and platinum stainless steel finishes:**

To clean the exterior of the classic and platinum stainless steel finishes, use a soft, nonabrasive stainless steel cleaner like Signature Polish and apply with a soft 100% lint-free cloth.

#### **Carbon stainless steel finish:**

Carbon stainless steel can be cleaned with mild soap and water.

The carbon stainless steel finish uses the interest of brushed steel to bring out the maximum metallic luster of its charcoal background. Different light types and source locations can result in variations in shading on different components and areas of large appliances. These variations are normal with the carbon finish and add to the unique character of colored stainless steel.

To bring out the natural luster of all three finishes, lightly wipe the surface with a water-dampened microfiber cloth followed by a dry polishing chamois. All work should follow the grain direction of the finish. Better results are obtained by keeping the cloth in continuous contact with the stainless steel.

#### **▲ CAUTION**

**Under no circumstances should you use a metallic or highly abrasive cleaner or cloth, as this will remove the carbon finish or scratch the classic or platinum finishes.**

### GLASS DOOR CLEANING

The glass door panel can be cleaned using any standard glass cleaner available on the market today.

SIGNATURE  
POLISH

### INTERIOR CLEANING

To clean interior surfaces and removable parts, wash with a mild solution of soap and luke-warm water with a little baking soda. Do not use vinegar. Rinse and dry thoroughly. Avoid getting water on lights, control panel and the solid cherry wood facing on the shelves.

Do not use abrasive cleaners or cloths on any of the interior or exterior surfaces, including the glass door panel.

#### **▲ CAUTION**

**Before cleaning the unit, shut the electricity off at the control panel.**

**Signature Polish is available from Signature Limited Laboratory, P. O. Box 13436, Dayton, Ohio 45413-0436, or 877-376-5474 (toll free).**



## CLEANING

### CONDENSER CLEANING

Clean the condenser area every three to six months. The cleaning schedule will depend on the amount of dust and lint that accumulates in this area.

To access the condenser on your specific wine storage model, see Condenser Location. Use a soft bristle brush and vacuum hose to remove dust and lint from the condenser area. NOTE: To avoid bending the condenser fins, be sure to vacuum in the direction of the fins (up and down).

#### ▲ CAUTION

**Before cleaning the condenser, shut the electricity off at the control panel. When you clean the condenser, wear gloves to avoid injury from the sharp condenser fins.**

#### ▲ CAUTION

**Failure to clean the condenser could result in temperature loss or mechanical failure or damage.**

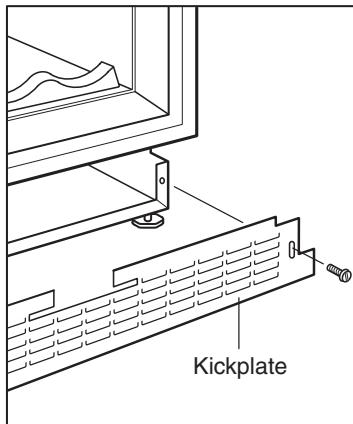
### CONDENSER LOCATION

**Models 424 and 424FS:** On these models the condenser is located behind the kickplate. First, remove the kickplate to expose the condenser area. Refer to the illustration below.

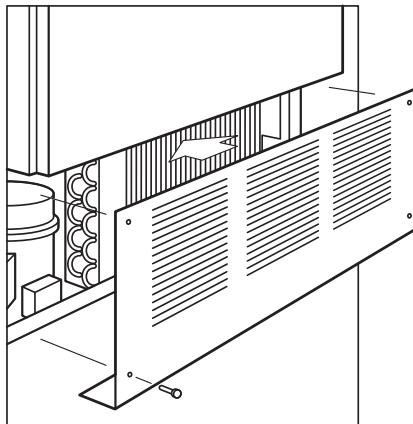
**Models 427 and 427R:** On these models the condenser is located behind the kickplate/grille. Remove the screws holding the kickplate/grille. This assembly will slide forward easily, giving you access to the condenser area. Refer to the illustration below.

**Model 430:** The condenser is located behind the grille at the top of the unit. To remove the louvered grille, first open the door to access three Phillips head screws. Remove the three grille screws. Tilt the grille forward at the top and release the springs from behind the grille, and then lift off the grille. Refer to the illustration below.

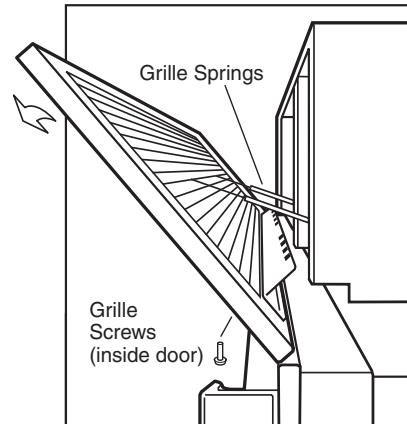
To remove a panel grille on Model 430, lift the grille up, then pull out at the bottom and down to release it from its mounting bracket.



Condenser location – Models 424 and 424FS



Condenser location – Models 427 and 427R



Condenser location – Model 430



## LIGHTING INFORMATION

### CABINET LIGHTING

**Models 424 and 424FS:** In these models, rope-style lighting is mounted to the top of the cabinet and cascades down the entire front of the unit.

**Models 427, 427R and 430:** These models have discreet lighting provided in two places. Rope-style lighting is mounted to the top of the cabinet and additional lighting is mounted in the control panel to illuminate the display shelf. Refer to the illustration below.

These lights have an extended life and it should be some time before they need to be replaced. If you have problems with the cabinet lighting or need replacements, contact your Sub-Zero authorized service center or call 800-222-7820.

### DRAWER LIGHTING – MODEL 427R

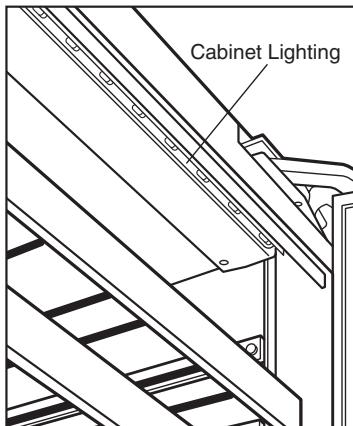
**Model 427R:** Lighting is recessed into the top area of each refrigerated drawer compartment. Refer to the illustration below.

To replace a light bulb in the drawer compartment, you must pull the drawer out to its maximum extension. It is recommended that you remove the drawer. Refer to page 13 for the drawer removal procedure.

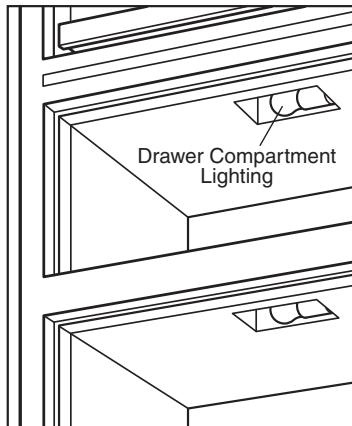
Remove the 15-watt bulb by unscrewing it from its socket and complete the reinstallation by following the reverse steps.

#### ⚠ WARNING

**Shut off power to the unit before replacing light bulbs. Wear protective gloves when handling bulbs.**



**Cabinet lighting – Models 427, 427R and 430**



**Drawer compartment lighting – Model 427R**



## STORING AND SERVING WINE

There is a right way to store and serve wine. And there is a wrong way. The Sub-Zero wine storage equipment is committed to the right way. Wine enthusiasts know that wine, optimally, likes to be stored for long periods of time in caves that are vibration free, dark, damp and kept at a constant 55°F (13°C). However, how many of us have these situations available?

When you think about wine, think about preserving fruit and the fact that you must refrigerate it at the proper temperature before it spoils. After all, wine is the juice of grapes in its simplest interpretation.

Wine needs to be selected and cared for properly. The wine aficionado knows that proper storage will ensure the wine is served at the best conditions.

You have taken the extra step to ensure that your wine is kept in the best possible environment by purchasing your Sub-Zero wine storage unit. Now how you use the unit is up to you.

You can devote the entire wine storage unit to long-term storage and have the temperature set to 55°F (13°C) in both zones—the ideal temperature for long-term storage or aging. If, however, you want to devote only a small portion of the unit to that feature, you can adjust the temperature in the smaller zone to long-term storage and adjust the other temperature zone to accommodate the wine you will be enjoying soon.

The temperature in this zone can be anything you choose. Sure, there are ideal temperatures for serving wine, but it is very subjective, with everyone's palate reacting differently to different temperatures.

The chart on the following page offers some universally accepted storing and serving temperatures for the most common wines consumed today.

Enjoy the wine and your Sub-Zero wine storage unit. And thank you for your trust in Sub-Zero.



## STORING AND SERVING TEMPERATURES

◀ Domestic Refrigerator Temperature		Ideal Long-Term Storage / Aging Temperature ►					Room Temperature ►							
SWEET WHITES		DRY WHITES			LIGHT REDS		FULL SCALE REDS							
39°F (4°C)	41°F (5°C)	43°F (6°C)	45°F (7°C)	46°F (8°C)	48°F (9°C)	50°F (10°C)	52°F (11°C)	54°F (12°C)	55°F (13°C)	57°F (14°C)	59°F (15°C)	61°F (16°C)	63°F (17°C)	64°F (18°C)
		Muscadet		Chablis		Chinon		Best White Burgundies / Graves						
		Sauternes		Macon		Beaujolais Nouveau		Beaujolais Crus						
		Gewurtztraminer		Bordeaux Blanc				Red Burgundy						
		Sancerre / Pouilly		Beaujolais Nouveau		Beaujolais Crus		Top Red Rhone						
Gros Plant		Alsace / Riesling					Cotes du Rhone (Red)							
Muscats		Sylvaner				Midi Reds (Corbieres, etc.)		Vintage Port						
		Aligote		Fino Sherry		Tawny Port								
		Tokay	Non-Vintage Champagne				Amontillado		Ordinary Red Bordeaux					
						Montilla		Cream Sherry						
Sparkling Wine (Sekt, Cava, etc.)						Vin Jaune		Madeira						
		Eiswein		Best Champagne										
		Liebraumilch		Good German / Austrian Wines		Best Dry German Wines		Best Sweet German Wines						
		Sweet Loire Chenin Blancs						Bandol						
		Frascati												
		Orvieto		Soave		Valpolicella		Chianti Reservas						
				Verdicchio				Rioja Reservas						
		Vinho Verde				Hungarian Whites		Best Portuguese Reds						
				Fendant				Barolo						
		Lambrusco				Valdepenas		Chilean Cabernet						
				Dole				California / Australian / Oregon Pinot Noir						
Retsina		Yugosl Riesling						Best California Cabernets / Zinfandels						
		S.A. Chenin Blanc		Chardonnay		Top California / Australian Chardonnays								
				N.Z. Sauvignon Blanc		California Sauvignon Blanc		Merlots / Pinot Noirs						
		Johannisberg Riesling				Liqueur Muscats		Top Australian Cabernet / Shiraz						
		Barossa Riesling												
		Vin Rose												
39°F (4°C)	41°F (5°C)	43°F (6°C)	45°F (7°C)	46°F (8°C)	48°F (9°C)	50°F (10°C)	52°F (11°C)	54°F (12°C)	55°F (13°C)	57°F (14°C)	59°F (15°C)	61°F (16°C)	63°F (17°C)	64°F (18°C)

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## TROUBLESHOOTING

If your wine storage unit is not operating properly, refer to the following Troubleshooting guide before calling your Sub-Zero authorized service center or dealer. This guide will save you time and trouble and may help you avoid the expense of a service call.

### **The wine storage unit is not operating.**

- Is there electrical power to the unit?
- Is your home circuit breaker or fuse on?
- Is the unit on? Depress the **UNIT ON/OFF** key pad.
- Is the condenser area clean?

### **The wine storage unit is warmer than usual.**

- Is the control set properly?
- Is the condenser area clean?
- Have the door or drawers (Model 427R) been open for a long time?

### **The wine storage unit runs for long periods of time.**

- Is the condenser area clean?
- On hot days and in warm room temperatures, the compressor runs longer.
- Have the door or drawers (Model 427R) been open for a long time?
- Have you recently added a large amount of wine?

### **Condensation forms inside the unit.**

- This is normal during periods of higher humidity (summer) and with frequent door openings.
- Are the door and drawers (Model 427R) closing and sealing properly?

### **Condensation forms outside the unit.**

- During periods of high humidity, some condensation may appear on outside surfaces. The condensation will disappear when the humidity drops. Be sure that the door and drawers (Model 427R) are closing and sealing properly. If condensation persists, contact your Sub-Zero authorized service center.

### **You need product information.**

- Call Sub-Zero Customer Service at 800-222-7820 or visit our website, [subzero.com](http://subzero.com), for planning, installation and product information.

### **You need service.**

- If service is necessary, maintain the quality built into your Sub-Zero unit by calling a Sub-Zero authorized service center.
- To obtain the name and number of a Sub-Zero authorized service center, check the Contact & Support section of our website, [subzero.com](http://subzero.com) or call Sub-Zero Customer Service at 800-222-7820.
- When calling for service, you will need the model and serial number of your unit. For Models 424 and 424FS, the model and serial number plate is located on the underside of the top wall. For Models 427 and 427R, it is attached to the underside of the control panel. For Model 430, the plate is located inside the door near the top hinge on the main frame extrusion.



## FREQUENTLY ASKED QUESTIONS

## TEMPERATURE

**IMPORTANT NOTE:** Unless the wine storage unit is being serviced, make sure the power for your unit is on.

**Q:** How do I adjust the temperatures?

**A:** To adjust temperatures, see Temperature Control on page 8. For Model 427R, also refer to page 10.

**Q:** What are the suggested temperature settings?

**A:** Temperature settings are your individual preference. While each temperature zone of your wine storage unit has a range of 38°F (3°C) to 65°F (18°C), you can set the temperatures you think best. A chart with suggested storing and serving temperatures can be found on page 19.

**Q:** Condensation is forming on the inside and outside of my unit.

**A:** In climates with higher humidity, condensation will form and is considered normal. Leaving the door open for a long period of time may also contribute to condensation forming on the inside of your unit.

**Q:** My unit isn't cooling properly.

**A:** Clean the condenser area as outlined on page 16.

## NOISE

**Q:** Why do I hear my unit running frequently?

**A:** It is normal to hear the operation of fans and motors. Sounds will be accentuated based on the placement of the unit and overall room design.



## SERVICE INFORMATION

### CONTACT INFORMATION

**Sub-Zero Customer Service:**  
**800-222-7820**  
**Website:**  
**subzero.com**

This Use & Care Guide gives you the information necessary to preserve your wine at optimum quality in your Sub-Zero wine storage unit.

If you do need service, be sure to have the model and serial number of your unit when you call. You'll find these numbers on the model and serial number plate. For Models 424 and 424FS, the model and serial number plate is located on the underside of the top wall. For Models 427 and 427R, it is attached to the underside of the control panel. For Model 430, the plate is located inside the door near the top hinge on the main frame extrusion. Refer to pages 5–7 for location of the rating plate for your specific model. For warranty purposes, you will also need the date of installation and the name of your Sub-Zero dealer. Record this information below for future reference.

Model Number \_\_\_\_\_

Serial Number \_\_\_\_\_

Installation Date \_\_\_\_\_

Sub-Zero Authorized Service Center and Phone \_\_\_\_\_

Sub-Zero Dealer and Phone \_\_\_\_\_

### BEFORE CALLING FOR SERVICE

Before calling a Sub-Zero authorized service center, refer to the Troubleshooting Guide on pages 20–21. Check the household fuse or circuit breaker to see if it has been blown or tripped and that the electrical connection to the appliance has not been disconnected. A power outage may also have caused a disruption in service.

### PRODUCT REGISTRATION

Register your new Sub-Zero today so that we may ensure your satisfaction. You may register by one of the following options:

- 1) Mail in the completed Sub-Zero Product Registration Card.**
- 2) Register online at [subzero.com](http://subzero.com).**
- 3) Register by phone by calling the Sub-Zero Customer Service Department at **800-222-7820**.**

The model and serial numbers of your unit are printed on the enclosed Sub-Zero Product Registration Card. If you provide us with your e-mail address, we will send you exciting new product updates and recipes as they become available, along with information on special events.

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## Sub-Zero Products Limited Warranty

RESIDENTIAL USE ONLY

### FULL FIVE YEAR SEALED SYSTEM WARRANTY

LIMITED SIXTH THROUGH TWELFTH YEAR WARRANTY ON THE SEALED SYSTEM

FULL TWO YEAR WARRANTY ON TOTAL PRODUCT\*

### FULL FIVE YEAR SEALED SYSTEM WARRANTY

For five years from the date of original installation, your Sub-Zero warranty covers all parts and labor to repair or replace any components that prove to be defective in materials or workmanship in the sealed system. The sealed system consists of the compressor, condenser, evaporator, drier and all connecting tubing.

### FULL TWO YEAR WARRANTY\*

For two years from the date of original installation, your Sub-Zero warranty covers all parts and labor to repair or replace any part of the product, that proves to be defective in materials or workmanship.

### LIMITED SIXTH THROUGH TWELFTH YEAR SEALED SYSTEM WARRANTY

From the 6th through the 12th year from the date of original installation, your Sub-Zero warranty covers all parts that prove to be defective in materials or workmanship in the sealed system (parts only). The sealed system consists of the compressor, condenser, evaporator, drier and all connecting tubing.

### TERMS APPLICABLE TO EACH WARRANTY

All service provided by Sub-Zero under the above warranty must be performed by an authorized Sub-Zero service center, unless otherwise specified by Sub-Zero. Service will be provided in the home during the normal business hours. This warranty applies only to products installed for normal residential use. Details regarding a non-residential warranty are available upon request.

The warranty applies only to products installed in any one of the fifty states of the United States, the District of Columbia or the ten provinces of Canada. This warranty does not cover any parts or labor to correct any defect caused by negligence, accident or improper use, maintenance, installation, service or repair, including but not limited to improper removal and reinstallation (whether in the unit or at a remote location) of the condensing unit.

**THE REMEDIES DESCRIBED ABOVE FOR EACH WARRANTY ARE THE ONLY ONES THAT SUB-ZERO WILL PROVIDE, EITHER UNDER THESE WARRANTIES OR UNDER ANY WARRANTY ARISING BY OPERATION OF LAW. SUB-ZERO WILL NOT BE RESPONSIBLE FOR ANY CONSEQUENTIAL OR INCIDENTAL DAMAGES ARISING FROM THE BREACH OF THESE WARRANTIES OR ANY OTHER WARRANTIES, WHETHER EXPRESS, IMPLIED OR STATUTORY.**

Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. This warranty gives you specific legal rights and you may also have other legal rights, which vary from state to state.

To receive parts and/or service and the name of the Sub-Zero authorized service center nearest you, contact your Sub-Zero dealer, distributor or the Sub-Zero Customer Service Department, P.O. Box 44130, Madison Wisconsin, 53744-4130; check the Contact & Support section of our website, [subzero.com](http://subzero.com), or call 800-222-7820.

\*Stainless Steel (classic, platinum and carbon) doors, panels, product frames and stainless interior surfaces are covered by a limited 60 day parts and labor warranty for cosmetic defects.

\*Replacement water filter and air purification cartridges are not covered by the product warranty.





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